

MANAGEMENT ANALYST I
MANAGEMENT ANALYST II

DEFINITION

Under general supervision, performs a wide variety of professional, administrative and technical analysis in support of assigned department(s) within the City; performs administrative, budgetary, and statistical analysis including coordinating and conducting special studies, developing departmental procedures, methods and systems, implementing and administering projects, and administering contracts and budgets; performs other duties as required.

DISTINGUISHING CHARACTERISTICS

Management Analyst I – This is the entry level class in the Management Analyst series. Positions in this classification perform less difficult tasks and receive on-the-job training in the performance of more complex duties. Incumbents may receive general directions from the assigned manager. Incumbents may advance to the higher-level class after gaining experience and demonstrating proficiency that meets the qualifications for that classification. Advancement from the Management Analyst I class shall be in accordance with City policies and procedures, including Memorandum of Understanding provisions, and receiving recommendation for advancement from the respective Department Director.

Management Analyst II – This is the journey level class within the Management Analyst series. This class is distinguished from that of Management Analyst I by performance of the full range of professional duties, by the greater complexity of the assignment received and by the greater independence with which an incumbent is expected to operate. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise. Adequate performance at this level requires the knowledge of departmental or office procedures and precedents and the ability to choose among alternatives in solving many problems. Work is normally viewed upon completion and for overall results. Positions allocated to this class exercise a high degree of responsibility for administrative and budgetary research and analyses and provide recommendations for consideration by administrative officials. Positions may be filled by advancement from the Management Analyst I level, or by recruiting an outside candidate with substantial analytical, budgetary, and statistical experience.

SUPERVISION RECEIVED

Receives general direction from higher level management staff.

SUPERVISION EXERCISED

May provide technical and functional supervision of lower level technical, clerical, temporary and volunteer positions.

ESSENTIAL DUTIES

Duties may include but are not limited to the following:

Provides responsible professional and technical support to assigned departments and Department Managers by performing a variety of administrative analyses related to program areas, projects, special studies and coordinates a variety of activities of the day-to-day departmental operations.

Assists in the development, administration and implementation of activities related to department activities; monitors budget expenditures, researches and resolves problems, reviews reports, identifies projects, and prepares, reviews and implements task order.

Researches, compiles, analyzes, and evaluates general statistical information regarding administrative, budgetary, and operational activities and other program areas.

Coordinates and monitors Committee agency items for department and ensures timely submission of items.

Prepares reports, manuals, correspondence, agendas, minutes and other related materials for projects, meetings and program area.

Prepares and administers department contracts and agreements.

Provides responsible customer service functions to include developing appropriate communication methods and techniques for a variety of on-going and special projects; acts as liaison to customers, consultants, and the general public.

Provides information and interpretation and responds to a variety of questions and concerns in a timely, tactful and effective manner.

Assists with and/or develops and revises departmental policies, procedures and programs; conducts special studies and projects related to program area; and coordinates program activities with departments and divisions.

Assist in the development, implementation, and monitoring of the department operating budget; analyzes costs; prepares a variety of fiscal, administrative and management reports.

Serves as administrative coordinator on capital projects as required and may act as a liaison representing the department manager at department, committee, and other related meetings.

Implements and administers programs and projects, including program development, management, analysis of results, and preparation of reports.

Researches, drafts, and processes ordinances for City Council consideration.

ESSENTIAL DUTIES (continued):

Provides training to lower-level and new staff as required.

Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment and multi-line telephones; may operate other department-specific equipment.

Exercises technical and functional supervision over office support positions; provides training, input into performance evaluations as appropriate, and recommendation for personnel department needs.

Builds and maintains positive working relationships with co-workers, other City employees, and the public.

Investigates and prepares reports on specific requests and complaints pertaining to various governmental activities.

Coordinates City-wide grant activities; writes applications; monitors programs for compliance with regulations; prepares and maintains necessary records and reports.

Confers with members of the public to explain policies and programs.

Gathers and analyzes data on existing programs, conducts surveys and prepares proposals including financing, staffing, and organization requirements; may include use of complex computerized databases and statistical reporting.

Represents the City in the community, and at professional meetings as required.

Represents the City in interdepartmental and interagency projects.

Assists in the coordination of activities of the City Manager's office, with City departments and divisions, and with outside agencies.

Performs related duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Principles and practices of public organization and administration.

Principles and techniques of budgetary methods and practices.

Principles and practices of administrative and statistical analysis.

JOB RELATED AND ESSENTIAL QUALIFICATIONS (continued):

Knowledge of (continued):

Principles of business letter writing and report preparation.

Principles of providing work direction and coordination of others.

Applicable federal, state and local laws; City and departmental regulations, codes, policies and procedures.

Computer applications related to the work.

English usage, grammar, spelling, vocabulary, and punctuation.

Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.

Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

Considerable knowledge in the field or fields related to the specific job assignment.

Ability to:

Communicate clearly and concisely, both orally and in writing.

Properly interpret, apply, and explain complex laws, codes, regulations and ordinances.

Analyze data and information using established criteria in order to determine consequences and to identify and select alternatives.

Make effective public presentations.

Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.

Serve as administrative coordinator on capital projects as required.

Identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

Make accurate arithmetic, financial, and statistical computations.

Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner;

JOB RELATED AND ESSENTIAL QUALIFICATIONS (continued):

Ability to (continued):

Organize own work, set priorities and meet critical time deadlines.

Maintain attention to detail and accuracy while meeting critical deadlines.

Operate modern office equipment including computer equipment and specialized software applications programs.

Identify and take appropriate action when unusual operating problems occur.

Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.

Establish and maintain effective working relationships with those contacted in the course of the work.

Provide input for new computer systems and programs related to assigned tasks.

EXPERIENCE AND EDUCATION

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Management Analyst I

Experience: One (1) year of responsible professional experience in administrative, management, budgetary or systems analysis. Public agency experience is highly desirable.

Education: Equivalent to a Bachelor's Degree from an accredited college or university with major work in business, public administration or a closely related field.

Licenses: Possession and maintenance of a valid California Class C Driver's License.

Management Analyst II

Experience: Two (2) years of professional level administrative experience in public administration in a position comparable to the Management Analyst I with the City of Hayward.

Education: Equivalent to a Bachelor's Degree from an accredited college or university with major work in business, public administration or a closely related field.

Licenses: Possess and maintain a valid California Class C Driver's License.

SPECIAL REQUIREMENTS

Essential duties require the mental and/or physical ability to: work in a standard office environment and use standard office equipment and current software; grasp, perform repetitive hand movements and fine coordination to prepare documents and data using a computer keyboard and mouse/trackball; sit for prolonged periods of time; walk, stand, crouch, reach, twist, turn, kneel, bend, squat, stoop and safely lift and move equipment and materials weighing up to 35 pounds; converse by telephone, by email, in person, and to small or large groups and be clearly understood; read and comprehend legal, technical and complex documents; interact with the public and all different levels of City staff in an effective and professional manner; and safely drive to various locations throughout the City and County to travel to fulfill assigned duties. Essential functions must be performed with or without reasonable accommodations.

PROBATIONARY PERIOD: One (1) Year

724CS84, 744CS84

December 1980

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AAP Group: 4

FPPC STATUS: Designated

FLSA STATUS: Exempt